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From: Judy Rixe [SMTP:jrix@uswest.com]
Sent: Thursday, January 11, 2001 8:57 AM
To: Morrisette, Garth M.
Cc: Clauson, Karen L.; Kevin Saville; Judy Rixe
Subject: UNE-Star Implementation

Garth--

Freddie Pennington (product Management) will elaborate more at today's meeting, BUT here's some of that information that I promised you regarding the internal efforts of Qwest to implement the DEAL:

Qwest has identified a Process Implementation CORE team to develop short and long-term solutions. This team meets weekly and provides monthly updates to an Executive Management team composed of: Dana Filip, Christy Doherty, Kathy Kochis, Jasmin Espy and Audrey McKenney. The CORE team (35+ players) has representatives from: Finance, RCMAC, UNE Process, Wholesale Advocacy, Repair Process, Resale Product Management, Compliance, Customer Solutions, Billing, Switched Access Process, IT, Regulatory, Network Planning, PIC Process, Public Policy, Centrex Process, RSID Conversion Process, UNE Product Management and Wholesale Marketing.

Most of the short term objectives have been completed and implemented.

How will orders be placed by Eschelon? Through existing resale process.

How will Qwest process orders? Through existing resale process.

How will Eschelon be billed? Qwest continues to bill lines, features at Resale rates through existing resale billing process.

How will Eschelon be credited? Qwest Finance compares end-of-month billed revenues for 1FB and centrex lines and features to quoted rate by state and issues Eschelon a check for the difference on a monthly basis.

Other short-term areas of concern that are being addressed are:

- Identify how switched access will be suppressed and the information delivered to Eschelon,

- Identify how PIC-C will be suppressed and delivered to Eschelon

- Identify audit process for MOU and how Eschelon will be audited

- Identify how Eschelon will be billed for MOU in excess of 525

- Repair process

- Identify how performance metrics will be captured.

Long-term areas of concerns that have teams developing solutions:

- Identify existing and new USOCs necessary to bill new product platform
- Identify rate elements for new product
- Develop order process for flat-rated UNE-Deal
- Develop provisioning process for flat-rated UNE-Deal
- Develop billing process for flat-rated UNE-Deal
- Identify how Eschelon will be credited in the long term
- Identify how switched access information will be delivered in the long term
- Identify how Eschelon will be audited for MOU
- Identify how performance metrics will be captured
- Identify where line count data is created, who will receive and track it and what happens if commitment NOT met
- Repair process implementation
- Document M&Ps for long term

These bullet points were meant to show you the highlights of what is being worked on and is not a comprehensive list of ALL the work efforts that are going on behind the scenes. Qwest is committed to working with your company to make the DEAL work for you. Don't hesitate to let me know if you have any questions, concerns or require additional information.

Judy